

CD70-OWI-006

Revision D

EFFECTIVE DATE: 05/15/03

ORGANIZATIONAL ISSUANCE

CD70

Customer Feedback Process

APPROVING
AUTHORITY

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TITLE

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05/15/03

CHECK THE MASTER LIST-
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

Organizational Issuance CD70		
Customer Feedback Process	CD70-OWI-006	Revision: D
	Date: 05/15/03	Page 2 of 4

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline	Baseline	9/8/99	
Revision	A	11/10/99	Rev. Applicable Documents
Revision	B	03/01/00	Rev. Applicable Documents
Revision	C	04/24/01	Rev. Applicable Documents
Revision	D	05/15/03	General Revisions

Organizational Issuance CD70		
Customer Feedback Process	CD70-OWI-006	Revision: D
	Date: 05/15/03	Page 3 of 4

1. PURPOSE

This instruction establishes the procedures and responsibilities performed by the Media Relations Department that relate to receiving feedback from individuals of organizations outside CD70 related to the organization and its activities, its civil service and contractor personnel and their activities. This instruction extends information from the Marshall Management System (MMS) as defined by the Marshall Management Manual MPD-1280.1.

The purpose of this instruction is to document the process by which the Media Relations Department conducts business specifically in receiving feedback from other organizations or individuals.

2. APPLICABILITY

The procedure applies to the following in-scope activities under the cognizance of the Media Relations Department in receiving feedback from other organizations or individuals.

3. APPLICABLE DOCUMENTS

Use current revisions unless there is overriding authority.

MPD 1280.1 *Marshall Management Manual*

3.1 Reference Document List.

Use current revisions unless there is overriding authority.

MPD-1380.1 *Release of Information to News and
Information Media*

CD01-OWI-001 *CaER Directorate Organizational
Document Control Process*

4. DEFINITIONS

Feedback - Oral or written comments, positive or negative, about an individual's or organization's conduct and performance.

Organizational Issuance CD70		
Customer Feedback Process	CD70-OWI-006	Revision: D
	Date: 05/15/03	Page 4 of 4

CaER - Customer and Employee Relations Directorate

5. INSTRUCTIONS

5.1 Receiving Feedback from Individuals and Organizations.

- 5.1.1 Any Media Relations Department employee who receives any feedback from a source external to the department will convey the feedback to the CD70 supervisor (in the case of contractor employees, via the contract manager).
- 5.1.2 If the feedback is positive, the CD70 supervisor will ensure that it is disseminated through the organization as appropriate.
- 5.1.3 If the feedback is negative, the supervisor will take action necessary to ascertain its accuracy.
- 5.1.4 If the negative feedback is deemed accurate in whole or in part, the supervisor will take appropriate corrective action and any action needed to prevent future occurrences, and will inform the feedback source of the action taken.

5.2 Seeking Feedback.

- 5.2.1 CD70 as an organization will seek formal feedback from its customers once each calendar year, and will seek informal feedback continuously.

6. NOTES: None

7. SAFETY PRECAUTIONS AND WARNING NOTES: None

8. APPENDICES, DATA, REPORTS, AND FORMS: None

Organizational Issuance CD70		
Customer Feedback Process	CD70-OWI-006	Revision: D
	Date: 05/15/03	Page 5 of 4

- 9. RECORDS: None
- 10. TOOLS, EQUIPMENT, AND MATERIALS: None
- 11. PERSONNEL TRAINING AND CERTIFICATION: None
- 12. FLOW DIAGRAM: None